Interaction Concentrator Deployment Guide

Deploying ICON

5/7/2025

Deploying ICON

This section explains how to deploy as many instances of Interaction Concentrator as you need on either a UNIX or a Windows operating system.

> ## Important
>
> Interaction Concentrator supports silent installation on Windows and Unix platforms. Also known as a silent setup, it enables you to install Interaction Concentrator without having to monitor the setup or provide input via dialog boxes or the command line. For instructions, see Silent Setup in the *Framework 8.1 Deployment Guide*.

Environment Assumptions

The instructions in this section assume that you are creating new Application objects under the Environment folder, in either a single-tenant or multi-tenant configuration environment. To create Application objects under a particular Tenant folder in a multi-tenant configuration environment, replace the word *Environment* with the name of your Tenant folder in the configuration instructions.

To deploy the ICON server, perform the following procedures:

1. Import the Application Template
2. Create an ICON Application Object
3. Configure the General tab
4. Configure the Server Info tab
5. Configure the Start Info tab
6. Configure the Options tab
7. Configure the Tenants tab
8. Configure the Connections tab
9. Perform the Installation

Import the Application Template

Before you can configure an Application object for Interaction Concentrator, you must import its Application template. The Application template provides a majority of the configuration options, as well as the default values for them. You can use this Application template to create as many Application objects of the same type as you need.

> **Important**
>
> For an explanation of how to use Genesys Administrator Extension to import the
> `Application` template and to create a new `Application` object, see the Genesys
> Administrator Extension Help file, which is directly available from Genesys
> Administrator Extension user interface, as well as from the link given here.

1. Open the Configuration Manager main window in Genesys Administrator Extension.
2. Select the **Environment > Application Templates** folder.
3. From the **File** menu, select **Import Application Template**.
4. In the **Look In** box, click the down arrow.
5. Locate the Interaction Concentrator 8.1 product CD, and open the **TEMPLATES** folder.
6. Select the template file for Interaction Concentrator; it is called **Interaction_Concentrator_81x.apd**.
7. Click **Open** to open the **Properties** dialog box for the template.
8. Make any changes that you require.
9. Click **OK** to save the template and close the **Properties** dialog box.

The next step is to configure an Interaction Concentrator `Application` object.

Create an ICON Application Object

After you import the application template, you can create and configure an Application object for your
Interaction Concentrator by using Configuration Manager.

1. Open the Configuration Manager main window.
2. Select the **Environment > Applications** folder.
3. From the **File** menu, select **New > Application**.
4. From the available application templates in the **Browse** dialog box, select the template that you
    imported for Interaction Concentrator.
5. On each of the Application tabs, enter the settings appropriate for your environment, as explained in
    detail in the section that follow.
6. Click **OK** to save your changes, then close the **Properties** dialog box.

Configure the General tab

In the **Properties** dialog box, click the **General** tab, and then enter a name for this application.

Configure the Server Info tab

Click the **Server Info** tab, and then specify the following properties:

- **Host**—Enter the name or IP address of the computer on which you want to install and/or run this server.
- **Communication Port**—Enter a numeric value for a port that is not used by another application. Valid values are in the range of 1–65,535. ICON uses this value as the default listening port for the web interface connection.

> **Important**
>
> In IPv6 deployments, you cannot set the IP address of the host—only IPv4 addresses can be set for the host. Therefore, enter the *name* of the host instead.

Configure the Start Info tab

> **Tip**
>
> The properties you define here are updated automatically during the installation procedure.

Click the **Start Info** tab, and then specify the following properties:

- **Working Directory**—Enter the full path to the directory from which the application starts.
- **Command Line**—Enter the command line that is used to start the application.
- **Command Line Arguments**—Enter any additional command-line parameters that are used to start the application. For information about command-line parameters, see Command-Line Parameters on the Starting and Stopping page.

Configure the Options tab

Click the **Options** tab, and then specify or change the values of the configuration options, as suitable for your deployment.

- For information about specific configuration requirements to enable ICON to capture and store various types of data (such as voice, multimedia, Outbound, and so on), see Special Configuration Requirements.

- For information about the entire set of ICON configuration options, see the Options Reference.

Role Option

- If you have already deployed another ICON instance that writes to the same IDB, make sure that only one of the ICON applications is configured to store configuration data and the history of configuration changes. For all other instances, deactivate the configuration data storage by configuring one of the following values for the **role** option in the **[callconcentrator]** section:

  - Explicitly specify one or more values other than cfg.

  - Exclude the cfg value by using the tilde symbol (~) (that is, set the **role** option to ~cfg).

- For more information about the **role** option, see description on the role configuration option and in the video below. For more information about role assignments and restrictions for the cfg role, see "Recommended Role Assignments" on the ICON Roles page.

Link to video

Log Options

- Configure both ICON-specific log options and common log options in the log-related configuration sections. For option descriptions, see the log Section of the *Interaction Concentrator Options Reference* and the *Framework Configuration Options Reference Manual*.

> ### Important
>
> If the Interaction Concentrator working directory differs from the directory where the application is installed, configure an option named **messagefile** in the **[log]** section. As the value of this option, specify the full path to the application-specific log messages file (**icon.lms**). Otherwise, ICON will be unable to generate its specific log events.

Running Multiple ICON Applications from the Same Directory

You can run multiple ICON Applications from the same directory using the same executable. To do so, each ICON Application should have a different value for the three following options: pq-dbname, cfg-dbname, and agent-pstorage-name. If the ICON Applications are configured to write log data to a file or files, these filenames should also be different.

HTTP Listener

> **Important**
>
> Support for use of the HTTP Listener to monitor and report on Interaction Concentrator performance has been discontinued in release 8.1.512.08 and higher.

- Configure an HTTP listener by creating a **[listeners]** section and specifying the appropriate option. For option descriptions, see the listeners Section of the *Interaction Concentrator Options Reference*.

Configure the Tenants tab

> **Tip**
>
> The Tenants tab is displayed only in a multi-tenant environment.

- Click the **Tenants** tab, and then click **Add** to add all tenants that this ICON application will serve. It is important to add *all* tenants from whose resources (switches, DNs, agents, and, if applicable, Outbound Contact objects) ICON will collect data.
- If this ICON instance is required to monitor the objects that are configured under the **Environment** folder, assign the **Environment** tenant among the other tenants.

Configure the Connections tab

Click the **Connections** tab, and then add the following connections:

- T-Server
- Interaction Server
- Outbound Contact Server
- Configuration Server
- Message Server
- DAP

> ### Important
>
> If you make any dynamic changes to the Interaction Server or Outbound Contact Server applications listed on the Interaction Concentrator `Application` **Connections** tab, restart ICON to ensure that the changes take effect.

ADDP

For any connections between the ICON instance and its data sources, you can configure the connection to use Advanced Disconnect Detection Protocol (ADDP). To enable ADDP for a connection, specify addp as the Connection Protocol when you configure the connection between the Applications, and set the values for the **Local Timeout**, **Remote Timeout**, and **Trace Mode** properties. For more information, see see Advanced Disconnect Detection Protocol in the *Management Framework Deployment Guide*.

T-Server

If this ICON instance is configured to process CTI-related data, add a connection to T-Server. Note the following special requirements:

- If you have a simple multi-site topology that includes one ICON instance and multiple T-Servers, add a connection to each T-Server. Each T-Server `Application` object must have a `Switch` object assigned to it.

- In a deployment with Network T-Server, add a connection to the Network T-Server. The Network T-Server `Application` object must have a network `Switch` object assigned to it.

- In a deployment in which the Network T-Servers function in load-balancing mode, add a connection to each Network T-Server. For more information, see "Multiple Network T-Servers per Switch (Load-Balancing Configuration)" on the Supported Deployment Scenarios page.

> ### Important
>
> Starting in release 8.1.4, if host or port information changes for any T-Server listed on the **Connections** tab, Interaction Concentrator dynamically reconnects using the new connection parameters. While ICON disconnects from the prior host/port and connects to the new one, there might be a brief gap in data received from the T-Server.
> In releases 8.1.0 and 8.1.1, you must restart ICON for updates to listed T-Servers to take effect.

Interaction Server

If this ICON instance is configured to process multimedia interactions reported by Interaction Server, add a connection to Interaction Server.

- Restart ICON after adding or removing Interaction Server applications from the ICON **Connections** tab.

> ### Important
>
> If you are installing ICON in a deployment that will use Genesys Info Mart to report on both voice and multimedia interactions, Genesys strongly recommends that you create separate ICON instances and separate IDBs for the voice and multimedia data. See Do you need separate IDBs for voice and multimedia data? for more information.

Outbound Contact Server

If this ICON instance is configured to process outbound data in an environment with Genesys Outbound Contact, add a connection to one or more Outbound Contact Server Applications. See Integrating with Outbound Contact in the *Interaction Concentrator User's Guide* for in-depth configuration information.

- Restart ICON after adding or removing Outbound Contact Server applications from the ICON **Connections** tab.

Configuration Server

Add a connection to the Configuration Server application (named **confserv**). You can enable ADDP for connections to Configuration Server in the same way as for other connections.

Genesys recommends that, at a minimum, you add a connection to Configuration Server in the ICON instance that is configured to process configuration data (cfg role). However, to minimize the number of unidentified call segments that might occur as a result of missing configuration data, Genesys recommends that you configure an ADDP connection to Configuration Server in each ICON Application in your deployment, regardless of the role of the ICON Application.

Message Server

If you installed the Management Layer, add a connection to Message Server, in order to provide alarm signaling and centralized logging capabilities. You can add a connection to Message Server for all or a set of Application objects after you configure them.

To launch a wizard that configures connections for multiple Application objects, select two or more Application objects, right-click, and then select **Manage Connections** from the shortcut menu. For more information, see the *Framework Configuration Manager Help*.

DAP

After you configure one or more DAP Application objects, add any DAP Application objects through which this ICON instance will access IDBs to the ICON **Connections** tab.

High Availability

In high availability (HA) environments using primary and backup pairs of servers, the servers listed on the **Connections** tab are handled as *primary*. To specify the backup servers for any primary servers,

open the `Application` object for the primary server and add the backup server on the primary server's **Server Info** tab.

Perform the Installation

You can install ICON on either a Windows or a Unix-based system.

Prerequisites

- You have created and configured an Interaction Concentrator `Application` object in the interface you use for configuration, as described above.

Installing on Windows

To install, perform the following steps:

1. Insert the Interaction Concentrator CD into the CD-ROM drive of the machine on which you want to install Interaction Concentrator; or, download the Interaction Concentrator IP to the desired location on the target machine.
2. Navigate to, and open, the **.../windows** directory.
3. Double-click the **setup.exe** file, and then follow the directions in the installation wizard.

Installing on UNIX

To install, perform the following steps:

1. Insert the Interaction Concentrator CD into the CD-ROM drive of the machine on which you want to install Interaction Concentrator; or, download the Interaction Concentrator IP to the desired location on the target machine.
2. Locate the correct installation directory for your platform — for example, **.../solaris**.
3. Save the contents of this directory to a local folder.
4. Locate and run the **install.sh** shell script. Enter requested information when you are prompted to do so.